



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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(213) 351-5602

PATRICIA S. PLOEHN, LCSW
Director

May 26, 2010

TO: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

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FROM: Patricia S. Ploehn, LCSW
Director

**CHILDHHELP USA GROUP HOME CONTRACT COMPLIANCE MONITORING
REVIEW**

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

Childhelp USA Group Home is located in Riverside and Orange Counties and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Childhelp USA Group Home's program statement, its stated goal is "to provide quality, individualized treatment services delivered via a multi-disciplinary Treatment Team model, to each child admitted to the program." Childhelp USA Group Home is licensed to serve a capacity of 102 children, ages 6 through 16.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Childhelp USA Group Home in September 2009, at which time they had three six-bed sites and one 84-bed site, and 14 Los Angeles County DCFS children were placed with the agency. Of the 14 children, seven were males and seven were females. For the purpose of this review, 11 placed children were interviewed, and their case files were reviewed. The placed children's overall average length of placement was 13 months, and the average age was 14. Fifteen staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Ten children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that the medication logs documented correct dosages were being administered as prescribed.

CHILDHHELP USA GROUP HOME

May 26, 2010

Page 2

SCOPE OF REVIEW

The purpose of this review was to assess Childhelp USA Group Home's compliance with the Contract and State regulations. The visit included a review of Childhelp USA Group Home's program statement, administrative internal policies and procedures, 11 children's case files, and a random sampling of personnel files. Visits were made to the sites to assess the quality of care and supervision provided to children, and we conducted interviews with children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Childhelp USA Group Home was providing good quality care to DCFS placed children, and the services were provided as outlined in its program statement. The children's case files and personnel files were well organized and professionally maintained. All four sites were clean and adequately landscaped. One child disclosed that she was not satisfied with the meals and snacks at the Group Home. All other children interviewed disclosed that they were satisfied with the meals and snacks at Childhelp USA Group Home.

At the time of the review, the Group Home needed to address a few minor physical plant deficiencies, none of which posed a safety hazard to any placed children. The Group Home also needed to develop comprehensive Needs and Services Plans (NSPs) and maintain documentation to demonstrate the progress the children were making towards their goals.

The Director and her management staff were accessible and cooperative and were motivated to make the necessary corrections regarding the deficiencies highlighted during the review.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Nine of 10 children on psychotropic medication took their medication when administered. One of the ten children who was on psychotropic medication disclosed during her interview with the Monitor that she refused to take her psychotropic medication, and the Group Home record for psychiatric visits showed that the Group Home stopped providing monthly visits with the psychiatrist for that child. The OHCMD Monitor immediately discussed this with the Group Home's Program Manager. Subsequent to the completion of our review, the child had resumed her monthly visits with the psychiatrist and taking her psychotropic medication.

CHILDHHELP USA GROUP HOME

May 26, 2010

Page 3

- Nine out of 10 children's medication logs were consistent with court authorizations for psychotropic medication. However, documentation of one child's daily refusal to take medication was not noted on the medication logs.
- Ten of the 11 children's files reviewed had timely initial medical and dental examinations. However, the initial medical exam was seven days late and the initial dental exam was five days late for one child who was placed for nine months at one of the Orange County sites. The Group Home Program Manager stated that Orange County wants all Los Angeles County clients to have Cal Optima Insurance and it takes time to resolve this problem. Childhelp USA Group Home was unable to provide sufficient documentation to support this claim.
- Nine initial NSPs reviewed were comprehensive and of the 27 updated NSPs reviewed, 17 were comprehensive and met all the required elements in accordance with the NSP template. Ten updated NSPs were not comprehensive, as four did not have a permanency plan and six needed to give details on how the visits were going with the children and their families.
- While we noted sufficient food during our review, and ten out of 11 children stated that they were given sufficient snacks, one child reported that she did not receive sufficient snacks. The Group Home stated that if a child requested more snacks, the child was provided with additional snacks.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held November 4, 2009:

In attendance:

Diana Correa, Director Childhelp USA Group Home; Rivers Carpenter, Director of Clinical Treatment, Childhelp USA Group Home; Gloria Dominguez, Administrative Secretary, Childhelp USA Group Home; Omeka Jackson, Program Manager, Childhelp USA Group Home; and Kirk Barrow, Monitor, OHCMD, DCFS.

Highlights:

In response to the tardiness of one child's medical and dental examinations, the Program Manager for one of the Orange County sites stated that Orange County wants all Los Angeles County clients to enroll in CAL OPTIMA insurance and it had taken some time to resolve the problem.

The Director indicated that the review was very helpful for Childhelp USA Group Home. The review provided staff the opportunity to improve their documentation in the NSPs, and ensure that NSPs were comprehensive. She felt that the review gave Childhelp USA Group Home the opportunity to demonstrate the improvements it had made in the

CHILDHHELP USA GROUP HOME

May 26, 2010

Page 4

development of the NSPs and the children's extra-curricular activities, which are not Contract requirements, but assist children's overall development tremendously.

As agreed, Childhelp USA Group Home provided a timely written Corrective Action Plan (CAP) addressing each recommendation noted in this compliance report. The CAP is attached.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of CAP recommendations.

If you have further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager, at (213) 351-5530.

PSP:LP:MG

EAH:DC:kb

Attachment:

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Yvonne Pedderson, President Board of Directors, Childhelp USA Group Home
Diana Correa, Director, Childhelp USA Group Home
Linda Calhoun, Program Manager, Community Care Licensing

CHILDHHELP USA GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

**Childhelp USA Group Home
14700 Manzanita Park Road
Beaumont, CA 92223
License Number: 330902361
Rate Classification Level: 12**

**Childhelp USA Group Home
250 Joann Street
Costa Mesa, CA 92626
License Number: 306000902
Rate Classification Level: 12**

**Childhelp USA Group Home
1597 Baker Street
Costa Mesa, CA 92626
License Number: 306000509
Rate Classification Level: 12**

**Childhelp USA Group Home
3068 Johnson Street
Costa Mesa, CA 92626
License Number: 3060009011
Rate Classification Level: 12**

The following report is based on a "point in time" monitoring visit and addresses findings noted during the September 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 11 children's files and 15 staff files, and documentation from the provider, Childhelp USA Group Home was in full compliance with four of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Education and Emancipation Services; Children's Clothing, Allowance and Other Incidentals; and Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances, and Training). The following report details the five areas found to be out of compliance.

PROGRAM SERVICES

Based on our review of 11 children's case files, Childhelp USA Group Home fully complied with seven out of eight elements reviewed in the area of Program Services.

We noted that the placed children met the Group Home's population criteria as outlined in their program statement, and they were assessed for needed services within 30 days of placement. Children were receiving required therapeutic services, and monthly contacts with CSWs were appropriately documented.

Based on our review, we found that the Group Home obtained the DCFS CSW's authorization to implement the Needs and Services Plan (NSPs), and the treatment team developed and implemented the NSPs with the participation of age-appropriate children and discussed them with group home staff. Nine initial NSPs reviewed were comprehensive, and of the 27 updated NSPs reviewed, 17 were comprehensive and met all the required elements in accordance with the NSP template. Ten updated NSPs were not comprehensive. Specifically, four updated NSPs for one child did not address the case plan goals, and six

updated NSPs for two children needed more detailed information regarding the visits they were having with their families. The Out-of-Home Care Management Division (OHCMD) Monitor and the Group Home Director noted that Childhelp has made major improvements in developing their NSPs. The Director stated that this improvement will continue to be a top priority within the Clinical Department.

The Auditor Controller's (A-C) prior report dated March 1, 2007 also noted that Childhelp USA Group Home did not always ensure that NSPs were comprehensive.

Recommendation:

Childhelp USA Group Home Management shall ensure that:

1. They develop comprehensive Needs and Services Plans with permanency plans and provide details on how visits are going with children and their families.

SITE VISITS, INCLUDING CHILD INTERVIEWS

FACILITY AND ENVIRONMENT

Based on our review of Childhelp USA Group Home's four sites and interviews with 11 children, Childhelp USA Group Home fully complied with four of six elements in the area of Facility and Environment.

Generally, the exteriors of the Group Homes were well maintained. The front and back yards were clean and adequately landscaped. The bedrooms were well maintained. The Group Home maintained a sufficient supply of perishable and non-perishable foods.

The Group Home maintained age-appropriate and accessible recreational equipment. The Beaumont site has an on-site library, and all four sites have educational resources for the children. However, one computer at the Baker Street Site was not working and a second computer was not working properly. Both computers needed repairs. At the Exit Conference, the Program Manager for the Baker Street Site stated that they had another computer available that the children were using as needed. The Monitor acknowledged this, but informed the Program Manager that all computers needed to be in working condition.

While the Group Home sites provided a home-like environment, there were holes in the bathroom wall as a result of a broken mirror, which had been removed prior to the OHCMD Monitor's facility inspection of cottage two at the Beaumont Site. However, the Director later made the monitor aware that the repairs were completed and the mirror replaced. This was verified by the monitor at the time of the Exit Conference. The Director expressed that the way the monitoring review scores were calculated did not reflect that Childhelp is a large facility with only two noted deficiencies in this area, and that the agency should have received a higher score for this section. The Group Home monitor explained that the score is corporation-based not site-based.

The Auditor Controller's (A-C) prior report dated March 1, 2007 also noted that Childhelp USA Group Home did not always ensure that the Group Home's facility was maintained in accordance with CDSS Title 22 regulations.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

2. All homes are well maintained and needed repairs are fixed immediately.
3. All computers at the Baker Group Home site are working properly.

RECREATION AND ACTIVITIES

Based on our review of 11 children's case files and interviews with the 11 children, Childhelp USA Group Home fully complied with two of three elements in the area of Recreation and Activities.

The Group Home provided children with recreational activities and transportation to and from the activities. Additionally, the children were given opportunities to participate in age-appropriate extra-curricular, enrichment, and social activities in which they have an interest.

However, one child who was placed at Childhelp USA Group Home for approximately two years stated during his interview that he was not given opportunities to participate in planning activities. The Director stated that all the children are given an opportunity to participate in planning activities and Childhelp goes to great length to incorporate each child's input, however, at some point the group home staff must decide which activity to select from the children's recommendations.

Recommendation:

Childhelp USA Group Home Management shall ensure that:

4. All children have an opportunity to participate in planning activities.

CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of 11 children's case files and interviews with the 11 children, Childhelp USA Group Home fully complied with six out of nine elements in the areas of Children's Health Related-Services, including Psychotropic Medication.

The Group Home maintained current court-approved authorizations for the ten children taking psychotropic medication, and required follow-up medical/dental examinations were timely.

Ten of the 11 children's files reviewed had timely initial medical and initial dental examinations; one did not. Specifically, the initial medical exam was seven days late, and the initial dental exam was five days late for one child who was placed for nine months at one of the Orange County sites. The Group Home Program Manager stated that Orange County wants all Los Angeles County clients to have Cal Optima Insurance and it takes time to resolve this problem. Childhelp USA Group Home was unable to provide sufficient documentation to support this claim.

The medication logs were reviewed for all ten children on psychotropic medication. We noted that nine of 10 children's medication logs were consistent with court authorizations for psychotropic medication. However, documentation of one child's daily refusal to take medication was not noted on the medication logs. This was immediately brought to the Group Home Program Manager's attention. During the Exit Conference, the Director stated that since the review, the Group Home has been making daily notations in the medication log whenever a child refused to take their medication.

The Group Home records showed that monthly psychiatric visits were discontinued for the one child who was refusing to take her psychotropic medication. The OHCMD Monitor immediately discussed this with the Group Home's Program Manager and the child has now resumed her monthly visits with the psychiatrist and is taking her medication as prescribed.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

5. All children's initial medical and dental examinations are timely and that reasons for untimely or late exams are documented in the children's case files.
6. Children's medication logs are consistent with court authorization for psychotropic medication and that children's refusal to take medication is documented on the medication log.
7. All children with a current court authorization for psychotropic medication continue with monthly psychiatric visits.

PERSONAL RIGHTS

Based on our review of 11 children's case files, and interviews with the 11 children, Childhelp USA Group Home fully complied with ten of 11 elements in the area of Personal Rights.

All the children interviewed reported that they are informed of the Group Home's policies and procedures and are treated with respect and dignity. Also, an appropriate rewards and discipline system is in place. They are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visits. The children reported that they attend the religious services of their choice. The chores are reasonable and children have rights to receive or reject voluntary medical, dental, and psychiatric care, as well as the right to refuse psychotropic medication.

While we noted sufficient food during our review and ten out of 11 children stated that they were given sufficient snacks, one child reported that she did not receive sufficient snacks. The Group Home stated that if a child requested more snacks, the child is provided with more.

Recommendation:

Childhelp USA Group Home Management shall ensure that:

8. All children receive sufficient snacks.

FOLLOW-UP FROM THE AUDITOR CONTROLLER'S REPORT

Objective

Determine the status of the recommendations reported in the Auditor Controller's (A-C) prior monitoring review.

Verification

We verified whether the outstanding recommendations from the A-C's report issued March 1, 2007 were implemented.

Results

The Auditor Controller's (A-C) prior monitoring report contained five outstanding recommendations. Specifically, Childhelp USA Group Home was to improve the cleanliness of the Group Home; develop timely and comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals; maintain current court authorizations for all children taking psychotropic medication; provide children with the required minimum weekly allowance and encourage and assist children in creating and maintaining photo albums/life books. Based on our follow up of these recommendations, Childhelp USA Group Home fully implemented four of the A-C's recommendations related to improved cleanliness of cottages, maintaining current court authorizations for children taking psychotropic medication, providing required minimum weekly allowances and creating and maintaining photo albums/life books. However, Childhelp USA Group Home did not implement the A-C's recommendation regarding development of comprehensive Needs and Services Plans which included measurable and attainable goals. As noted, the recommendation was not implemented, and corrective action was requested of Childhelp USA Group Home to further address this finding.

Recommendation:

Childhelp USA Group Home management shall ensure that:

9. They fully implement the one outstanding recommendation from the Auditor-Controller's monitoring report dated March 1, 2007, which is noted in this report as Recommendation 1.

**CHILDHHELP USA GROUP HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW**

Childhelp USA Group Home
14700 Manzanita Park Road
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	Contract Compliance Monitoring Review	Findings: September 2009
1	Licensure/Contract Requirements 9 Elements	Full Compliance
2	Program Services 8 Elements	7 Elements Full Compliance, NSPs Need Improvement
3	Facility and Environment 6 Elements	4 Elements Full Compliance, Computers Need Repair, Minor Physical Plant Repair
4	Educational and Emancipation Services 4 Elements	Full Compliance
5	Recreation and Activities 3 Elements	2 Elements Full Compliance, Planning Participation Needs Improvement
6	Children's Health-Related Services (including Psychotropic Medications) 9 Elements	6 Elements Full Compliance, Exams Needs Improvement, Medication Needs Improvement, Frequency of Psychiatric Visits Need Improvement
7	Personal Rights 11 Elements	10 Elements Full Compliance Food Needs Improvement
8	Children's Clothing and Allowance 8 Elements	Full Compliance
9	Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training) 12 Elements	Full Compliance



Founded in 1986
By Sara O'Neale and Virginia Hodgson
PREVENTION AND TREATMENT OF CHILD ABUSE

THE VILLAGE OF CHILDHELP WEST
PO Box 247
Beaumont, California 92223
951-845-3155
951-845-8412

To: Kirk Douglas Barrow M.A. M.Ed. - Group Home Monitor/Liaison
Dorothy Channel, Manager

Date: December 14, 2009

Subject: Group Home Contract Compliance Review Field Correction Action Plan (CAP) Non-Approval

Agency Name: Childhelp Inc. - Village and Costa Mesa Group Homes
License Numbers: 330907381, 306000901, 306000902, and 306000509
Diana Correa, Director of Program Operations - CA
Rivers Carpenter, Clinical Director
Umiku Jackson, Program Manager - Costa Mesa Group Homes

Dear Mr. Channel and Mr. Barrow:

Correction Action Plan (CAP) Non-Approval dated December 17, 2009

II. Facility and Environment (page 6)

11. Are common quarters maintained? A broken mirror in Cottage 2 bathroom at the Manzanita Park Road site

Childhelp will continue to ensure that when the children destroy property, it is repaired in a timely manner.

Please note that the mirror was broken on the morning of the audit by a child in crisis. Staff secured the area, filled out a Request for Repair Work Order Form and notified the maintenance department. Attached for your review is Childhelp's purchase order dated 12/10/09 to Los Angeles Mirror. Kirk Barrow during his exit conference certified that the repair had been completed.

Childhelp's Storage Staff and Maintenance Department Supervisor, Michael Kawecky are responsible to ensure this requirement is met.

For The Love of A Child



PATRICIA S. PLOERN
CSW
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Fifth District

January 5, 2010

Diana Correa, Executive Director
Childhelp USA
P.O. Box 247
Beaumont, CA 92223

Dear Ms. Correa

CORRECTIVE ACTION PLAN APPROVAL

We have reviewed your Corrective Action Plans (CAPs) dated December 2, 2009 and the CAP Addendum dated December 31, 2009. The CAP and the Addendum are approved as written. Also, we are removing the finding regarding Seven Days Notice for [REDACTED] and [REDACTED] considering Childhelp made considerable efforts to avoid the Seven Days Notice for these two clients.

The Out of Home Care Management Division Monitor will be following up with Childhelp USA to ensure full implementation and maintenance of the approved CAP with announced and unannounced visits.

Thank you for your cooperation. If you have any questions you may contact me at (626) 569-6819.

Sincerely,


Dorothy Channel, Manager
Out of Home Care Management Division

DC:kt

3. Recreation and Activities (page 7)

2. Are children given the opportunity to participate in planning activities? "Of 10 children interviewed 1 reported that he is not given the opportunity to participate in planning activities."

Childhelp facilitates for every child in placement to participate in planning recreational activities. The children are given a survey on recreational activities they enjoy and want the Group Homes to provide. These surveys are provided during initial placement and quarterly.

The Group Home and Cottage Supervisors, Recreation Coordinators (██████████) and Program Managers (██████████) and (██████████) are responsible to meet this requirement.

VI. Children's Health Related-Services, Including Psychotropic Medication (page 7)

34. Is there a current psychotropic evaluation/review for each child on psychotropic medication?

35. Are initial medical examinations current?

37. Are initial dental examinations conducted timely?

██████████ participated in a Psychiatric Evaluation. ██████████ is not taking psychotropic medication at this time. #9 ██████████ was placed on 12/23/08 and her initial medical were on 1/30/09. # 10 ██████████ file was reviewed previously. # 9 ██████████ initial dental was 1/28/09. #6 & #10. ██████████ files reviewed previously."

Childhelp will ensure that all staff follows Medical and Medication Procedures as required by Community Care State Licensing Title 22 and the Childhelp Program Statement and Contract statement. Works requirements and procedures in monitoring children who are on psychotropic medications. Even for those children who exercise their rights to refuse. This also includes medical and dental requirements.

Medical Director-Pandora Robbins, Program Manager-██████████ are responsible to meet this requirement.

VII. Personal Rights

41. Do children report satisfaction with meals and snacks?

Of 10 children interviewed 1 stated no.

Childhelp Program Managers (██████████ and ██████████) and Cottage supervisors will ensure that all children are satisfied with meals and snacks. This will be done by following the children Food Satisfaction Surveys and interviews. The children's preferences for meals and snacks will be considered at menu planning, food shopping and meal preparation.